SERVICE LEVEL AGREEMENT

In relation to the Safety English Test – SET

Atlas Knowledge Limited ("Atlas") shall provide full support and maintenance, free of any additional charges, to correct latent defects, bugs or errors which have an adverse effect on the use or operation of SET, and shall provide support services in accordance with the following agreed service levels:

1. The support services shall be performed in a timely and professional manner by technicians familiar with SET and its operations.

2. Atlas shall provide (by remote means) telephone and e-mail assistance with respect to SET including:

    (i) clarification of functions and features of SET;

    (ii) clarification of documentation pertaining to SET;

    (iii) error verification, analysis and correction to the extent possible by telephone and e-mail;

    (iv) interface any queries over marking with the exam marking team.

Atlas shall provide these services on a 24 hour, 7 days a week, 365 days a year (366 days in a leap year) basis.

Please note however that non-technical queries that have to be directed to the SET marking team can be reported at any time but will only be answered between 9AM to 5PM on UK working days.

3. Where problems cannot be resolved without considerable modification to SET, or within a suitable timeframe, Atlas shall issue an avoidance procedure to be followed. "Avoidance Procedure" shall mean an instruction that provides a technical measure to operationally avoid an identified problem with SET. At its discretion, Atlas shall then, at a later date, provide a suitable alternative remedy or if this is not practical, advise the Client Company that the Avoidance Procedure will remain in place.

4. Atlas shall ensure that the availability of SET via the SET Portal (at http://www.safetyenglishtest.com/) is maintained at 99.9% service availability.

5. Atlas shall provide Support Services in accordance with the following service levels unless agreed otherwise between Client Company and Atlas:

Priority	Response Time	Resolution Time
Priority 1	One (1) hour	Four (4) hours
Priority 2	Four (4) hours	Twenty four (24) hours
Priority 2A	Four (4) hours	Next working day - answered between 9AM to 5PM on UK working days
Priority 3	Four (4) hours	Seventy two (72) hours

Priority ranking shall be identified as follows:

Priority	Description
Priority 1	- SET unavailable - SET Portal inaccessible - Data corruption - Log-in problems
Priority 2	SET defect, preventing completion of the Test
Priority 2A	Test marking queries
Priority 3	Minor Test defects (not preventing Test completion Reporting / Scoring issues)

Please note that all support queries must be raised by the nominated Client Administrator or Invigilator. Neither Atlas nor LSI will deal directly with individual candidates.

Support Services do not include the following:

(i) Resolution of problems caused by any modification, alteration or addition to SET performed by persons other than Atlas.

(ii) Modification work of any kind, which is required as a result of the Client Company amending, upgrading or changing in any way the IT infrastructure for which SET was originally designed or on which SET was originally deployed.

(iii) Software programs provided by third Parties or created by Client Companies or defects in any software other than SET to which these Terms and Conditions relate.

(iv) Support shall only be provided for the version of SET currently deployed by Atlas.

(v) Perceived malfunction of SET due to aesthetic issues such as font size, colour, typeface or grammar.

24 x 7 Technical Support can be contacted by the following means:
E-mail: support@safetyenglishtest.com
Telephone: +44 (0)844 247 21 21